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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

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Today's transit leaders View yesterday's modes

What the Press is Saying about Transit

The Daily Review

A man transit should know

There is a man who will be setting up shop in the nation's capitol soon whom Bay Area transit officials should get to know real well.

In fact, if BART, AC Transit, San Francisco Muni and other public transportation representatives are smart, they will soon be on a first-name basis with Samuel K. Skinner — the next United States transportation secretary.

That appointment, made by President-elect George Bush recently, would appear to be very good news for mass transportation systems throughout the nation.

Skinner, you see, is a professional mass transit booster. He has served as chairman of the Northeastern Illinois Regional Transportation Authority since 1984.

It has been eight long years for many transportation agencies nationwide under President Reagan's administration. Federal transportation dollars have been very tight and the competition for what was allocated has been very stiff.

In a region like the Bay Area, wracked by numerous transportation problems, the situation has been frustrating. Northern California is a booming growth area, which needs to develop an efficient and lasting system for moving people, goods and services throughout the region.

Instead, the area finds itself with a regional transportation system that, overall, is ineffective. Congested highways and deteriorating roadways serve as testaments that the region is on a collision course with perpetual gridlock.

A key to altering that ominous course is producing public transit systems that can move people, lots of people, throughout the Bay Area in a smooth and timely fashion. The incentive must be strong enough to sway more motorists to seek alternative means of transportation on a regular basis.

• • •

Obviously, that means all public transit systems — BART, buses, ferries, etc. — must be expanded and coordinated before that scenario can ever be written. This is beginning to happen to some degree today, what with BART's agreement with San Mateo County to expand service there and plans to extend rail service in Alameda and Contra Costa counties.

Such plans, however, remain an expensive, but necessary, proposition if the Bay Area is to remedy its many transportation ailments.

It's also why our region's public transportation chiefs should be clamoring to meet Secretary Skinner once he takes office. Bush has hired a true mass transit advocate to oversee the future of the nation's transportation systems, and he is a man worth having in the Bay Area's corner.

The future of Northern California could depend on it.

(This is excerpted from an editorial in the January 4 issue)

THE COVER — A trio of top regional transit executives — GM's (left to right) James O'Sullivan, AC Transit; William Stead, San Francisco MUNI; and Keith Bernard, BART — were interested participants January 14 as a significant transportation anniversary was celebrated at Solano County's Western Railway Museum. The event being marked was the 50th anniversary of inauguration of electric train service on the lower deck of the Bay Bridge. The ceremonies included re-dedication of one of the museum's 110-foot-long Bay Bridge trains that Key System, AC Transit's predecessor, operated across the span until phase-out of the service in 1958. **(See Page 5)**

Budget details cost-paring moves

General Manager *James L. O'Sullivan* has recommended a revised budget which spells out long-range solutions to the financial problems which have plagued the District in recent years.

O'Sullivan's January 25th budget message to the Board of Directors — "an accurate and sober account of the present financial condition of AC Transit," he stated — set forth specific management actions geared to trim $3.4 million from the Fiscal Year 1988-89 operating budget.

Chief Financial Officer *Les Porter,* newly hired to oversee the Budget Department which generated the status report and forecast, spelled out in detail the difference between original budget assumptions and current projections for the year.

The $121.2 million spending plan contains a series of corrective cost-cutting actions which, with other management initiatives and improvements in some projected revenues, leaves a shortfall of $2.4 million — but avoids cuts in expenditures for on-street operations. Also, it diverts maintenance allocations that had been intended for coach appearance enhancement to the function of improving mechanical reliability.

"The budget could be balanced this year only through severe actions which would have very deleterious long-term effects on our finances, services, patrons and employees," Porter told Directors. Instead, he recommended, the District should increase expenditures for on-street operations while reducing administrative and executive support in real dollars.

The message also identified long-term gains stemming from establishment of the new Budget Department and of a new long-range financial planning process which involves all of management. This initial forecast covers a five-year period, with preliminary results promising a cumulative surplus in the third year.

"There are no quick fixes to the budget deficits which have plagued AC Transit," O'Sullivan noted. "The problems developed over time, and it will take time to solve them. This revised budget and, more importantly, the strategic budget process which generated this report, are vital initial steps in that direction."

AC Transit's General Manager since last September, O'Sullivan said that the District will continue following the aggressive strategic approach established by the newly-hired top management team to achieve balanced future budgets and improved operations.

"This District can no longer lurch from financial crisis to crisis without a direction for the long term," he told Directors. "The most important challenge we face is not necessarily to balance this year's budget — but rather to guarantee a stable financial plan for the future."

The Directors unanimously approved the actions trimming $3.4 million from this year's budget and took the longer-range facets of the financial program under consideration.

Media promotes transit

BEAT THE BACK-UP

February 28

KPIX 5

NEWS 74 KCBS

KPIX-TV and KCBS Radio have joined the campaign to increase use of alternative transportation modes.

Beginning February 1, the two stations launched promotional and informational events geared to selling carpools and mass transit as mobility options, culminating February 28 in a "Beat the Back-Up" Day, during which people were urged to use any efficient alternative to cars.

Winners of a tie-in contest were to be announced that night on KPIX's "Evening Magazine."

Annual job excellence award shared

IN THE SPOTLIGHT — (Left to right): Verlin L. Hart, Carrie J. Powell, Alfred Raphael, Lawrence E. Young.

This year for the first time, outstanding workers in all four of the District's major work groups are sharing honors as "1988 Employees of the Year."

Verlin L. Hart, dispatcher, Hayward Division, was named "Clerical Employee of the Year" for being, in the words of his nomination, "Always willing to go the extra mile for the good of the District." The veteran dispatcher, whose tenure in the position dates from 1961, is closing out his transit career on this high note, with retirement set for the end of January.

Carrie J. Powell, office administrator, Marketing, shares the honors as a result of her selection as "Non-Union Employee of the Year." The nomination sums up her qualities of excellence on-the-job by stating that, "Although she constantly works under great pressure, due to the nature of the Marketing/Public Affairs function, she is always helpful, friendly, and a delightful person to deal with."

Alfred Raphael, Hayward Division, assumes the title "Mechanic of the Year" on the basis of an excellent attendance record and for being "always willing to accept responsibility beyond his prescribed duties." Raphael has been in his Mechanic "C" classification since 1986.

Lawrence Young, who has worked behind-the-wheel of District vehicles since 1960, is being honored as "Bus Driver of the Year." In the words of Young's nomination, "He works very unselfishly, never seems to tire and thinks constantly of the 'good of the service'."

Winners receive engraved plaques, two-night holiday packages for two, and work-site celebrations.

Prior annual winners have been Mechanic *Herman Lawrence,* 1985; Driver *James C. Taylor,* 1986; and Mechanic *James O. Huppert,* 1987.

Board alters meeting hour To encourage attendance

AC Transit's publicly-elected Directors have established a new schedule of early-evening Board Meetings beginning in February to make it even easier for regular commuters to help plan the future of East Bay bus service.

At regular meetings twice each month, the Directors establish the policies that govern bus service throughout the greater metropolitan East Bay. In addition to deciding on such matters as service adjustments and improvements, the Board also monitors and reviews the many operational and support functions required to keep the 830-bus fleet in service to the public.

To give riders an even greater opportunity to participate in the process, regular Board meetings are being scheduled to begin at 7 p.m. (rather than 4 p.m.) on the second and fourth Wednesdays of each month. Thus, the February meetings were held during the evenings of the 8th and the 22nd.

Agendas for AC Transit Board Meetings are posted publicly at least 72 hours prior to each session and are on display, day and night, in the Lobby at System headquarters, 1600 Franklin Street, Oakland. In addition, the Board Agendas are mailed regularly to newspapers and for posting in public libraries throughout the East Bay.

Board meetings normally are held at the System's administrative offices, second floor, 1600 Franklin Street in downtown Oakland — just a short walk from the many mainline bus routes making transfer connections at 14th and Broadway, and midway between BART 12th St./City Center and BART 19th St. stations.

Bay Bridge trains rolled 50 years ago

BERKELEY BOUND — In this 1945 photo, an east-bound Key System train awaits departure from the same Transbay Transit Terminal from which AC Transit buses now serve commuters.

January 14 marked the half-century anniversary of inauguration of commute-train service on the lower deck of the Bay Bridge, which had opened to automobile traffic on November 12, 1936, just two years prior to completion of the railway.

These bridge trains, which included the streamlined, center-hinged electric cars operated by Key System, AC Transit's predecessor, gradually replaced the fondly remembered ferryboat fleet that had long served transbay travelers.

In Oakland, Key System tracks ran along 12th Street, East 14th, Grand, Lake Shore, 40th, Piedmont, 55th, Claremont, and Adeline. Berkeley, Piedmont, and Emeryville residents also had access to the transbay trains, where comfortable leather seats eased the quick commute. It was a mere 33-minute run from Oakland's Claremont Hotel to the same San Francisco terminal (First and Mission) from which AC Transit buses operate today.

Key System train service survived until 1958, replaced by a fleet of transbay buses. But both the memories and some of the mementoes of bridge train service have been preserved at the non-profit Western Railway Museum near Fairfield, among whose collection of 100 vintage rail cars are three Key System transbay coaches.

The volunteer-operated museum, where visitors can actually board and ride many of the restored rail veterans, sponsored mid-January ceremonies and celebrations of the half-century anniversary, But, year-round, the museum is always an exciting week-end destination, where the long-gone era of Bridge trains and urban streetcars can be vividly recalled.

It is located on Highway 12, near Fairfield. Many of the restored cars operate over a 1.5-mile electrified track during the week-ends-only hours of 11 a.m. to 5 p.m.

FOCUS: Transit People and Projects

EYE-CATCHER — A current bus poster so impressed one member of the public — Robert Woods of Piedmont — that he contributed this photo, noting that "This baseball superstar is definitely a role model for many of our aspiring youngsters." Oakland's Office of Economic Development and Employment is spear-heading the promotional effort behind the poster, whose message is being carried on buses in service throughout the East Bay.

RACING REMINDER — Local and transbay bus service to Golden Gate Fields, Albany, is noted by track announcer Larry Collmus. The season runs through June 25, with coaches rolling from BART/North Berkeley or San Francisco's Transbay Terminal.

Our 'Stockholders' Write

I have a disability and must use a crutch. The driver I would like to compliment (*Brenda Pernell*) always brings the bus close to the curb, making it easier for me to step up on the bus. She always waits until I am seated before she takes off. If I need answers to questions about destinations, she gives me the answers politely and not like it's a "chore"!

Most times I am in a lot of pain, but whenever I see Brenda, even when I am not riding with her, she'll see me and wave. I can't tell you how good it makes me feel.

Jeannine Buford
Richmond

★ ★ ★

As a daily rider of AC Transit, I have had the privilege of having Driver *Mary Anne O'Rorke* as the driver (on various Lines).

I must commend Mary Anne on being the model of professionalism under the most extreme circumstances. She is always on time! She is courteous, friendly, and extremely helpful to the elderly and handicapped.

In the most stress-related profession in the country, she is an asset to your organization.

Paulette Washington
Oakland

★ ★ ★

This driver (*Boubacar Djallah*) had a very sick passenger on the bus and was very good about stopping the bus to allow the passenger to recover.

Chico Salvador
Antioch

This letter is being written to compliment two of your drivers (*Virginia Benson* and *Francisco Pangelinan*) — both excellent, courteous, helpful and nice.

I know, having commuted to Livermore for the past several years, that the commute hours are hectic, traffic unbelievable, etc. Yet these two drivers managed to handle their jobs in a highly professional manner.

Irene A. Speranza
San Leandro

★ ★ ★

Star performers are those players who perform consistently well over the long-haul. I must say that Driver *Samuel Toney, Jr.,* is a star performer.

He was consistently courteous to all passengers, drove in an alert and safe manner, and was prompt every day.

Rita Y. Myers
East Bay

(Ed. Note: Passenger Myers also had equal words of praise, in a separate letter, for another operator: Nathaniel Robinson.)

★ ★ ★

So often we find the time to complain, but seldom do we take the time to compliment. I want to praise one of your drivers (*James R. Edbert*).

I ride with this driver five days a week, mornings and afternoons. I know I can depend on him to arrive on time, which helps make my day less stressful. I hope you let the driver know how much he is appreciated for being so polite, helpful and courteous.

Mary K. Johnson
Richmond

Actions of the Board

Transit-Times

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At a regular meeting November 9, the Board of Directors:

- Approved a $40 Express Bus Monthly Pass.

***

At a regular meeting November 23, the Board of Directors:

- Approved completion in-house, of two bus refurbishment projects: re-painting of 200 coaches and re-upholstering of seats in 30 coaches.
- Approved dispatch of letter to APTA Chairman urging acceptance of resolution proposed by APTA Task Force on Elderly and Handicapped Persons.
- Authorized General Manager to enter into contracts for security services with specified regional law enforcement agencies.

***

At an adjourned regular meeting November 30, the Board of Directors:

- Certified results of November 8 election and passed resolution relating to said election and the resultant re-configuration of Directorships.

***

At a regular meeting December 14, the Board of Directors:

- Approved special service to Golden Gate Fields (see Pg. 6).
- Approved application to CalTrans for funds in connection with I-80 reconstruction.
- Affirmed policy of working cooperatively with other operators toward functional consolidation.
- Deferred action on revision of current Board Procedures.
- Convened Public Hearing to receive comment on Five-Year Plan, 1989-93.

***

At an adjourned regular meeting December 28, the Board of Directors:

- Authorized travel in connection with APTA Legal Affairs Annual Meeting and Transportation Research Board event.
- Approved review of By-Laws of Accessibility Advisory Committee.
- Scheduled Work Session relating to "Performance Indicators."
- Scheduled committee discussion of "Suburban Mobility Initiatives."
- Convened Public Hearing to receive input on Five-Year Plan, 1989-93.
- Approved three-year contract for services relating to Workers' Compensation; approved retention, in-house, of responsibility for Liability Claims administration.
- Approved contracting jointly with other regional agencies for Federal Lobbying Services.
- Approved re-scheduling of Board meetings for 7 p.m. for a three-month period, effective February 1 (see story, Pg. 4).
- Approved dispatch of letter relating to Auditor General's report.

***

At a regular meeting January 11, the Board of Directors:

- Approved travel in connection with APTA Training Committee event and APTA Legislative Conference.
- Elected 1989 Board President and Vice-President.
- Approved dispatch of letter relating to Auditor General's report.

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Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Locally built buses leave the line.

Our 'Stockholders' Write

This is my way of saying "Thank you" to AC Transit and to the bus drivers who take such good care to see that I arrive at my job on time. During our severe cold period, I was very pleased with the service shown to me at the early hour of 6 a.m.

I know there are at least four *(Rudolph Colar, Wanda Silva, Charles Mosley,* and *Arthur Sanders)* who have been important in my transportation to my job.

Norma Green
Berkeley

★ ★ ★

I have been riding AC Transit buses for at least five years now. I am what I consider a "regular" — that is, I ride the same lines at the same time each day for work.

Because I ride so often, it is nice to see a friendly face. I know that I am in good hands when I see *Frances Lenzi* behind the wheel. She is always friendly and polite. She takes great care and shows genuine caution when driving. She is almost always on time (I say "almost" because things beyond her control — traffic, stoplights, other drivers — sometimes cause slight delays).

Judi Betrus
Fremont

★ ★ ★

I am so happy people like Driver *Josephine Kimbrough* have taken their job seriously and decide the public is there to be pleased. We need more people like her. She has made the right career choice and so have you in hiring her.

Jacqualine Narcise
Berkeley

This driver *(David Pinckard)* was incredibly friendly and helpful to all on the bus.

In 35 years of riding public transportation, rarely have I seen such a performance by a bus driver, particularly in a mainland city: (Hawaii drivers are pretty good).

Lars Hanson
Honolulu

★ ★ ★

Because buses on the 59/76 Line are cancelled so often, I usually call to report it, but have started feeling apologetic about complaining to *Ruth Hightman.*

This is to say you have a valuable employee in Ruth. She has good telephone skills, has never been short with me, but has consistently been polite and friendly.

Sylvia Hill
Oakland

★ ★ ★

This letter is to commend with special praise and thanks Driver *Jerry Collins.*

After he had told me that the 7:40 p.m. "A" bus out of the East Bay Terminal on a Sunday would end at the Coast Guard Station, and not at Trestle Glen and Lake Shore, I went down from the platform to wait for the next "A" bus. This driver came down a few minutes later to tell me that the "N" bus had just come in and would take me near to where I wanted to go in a few minutes.

This extra effort is greatly appreciated by your customers.

Thomas McNicholas
Oakland

Coach order aids commuters, economy

The 30 articulated buses recently rolling off the assembly line at new Flyer of America's Union City plant will be of benefit both to District operations and to the East Bay in general, District Directors and management feel.

AC Transit's order of Flyer bend-in-the-middle models are the first such articals to be assembled in the U.S. — and in a plant conveniently located within the District's service area.

"There is a place for high-capacity articulated buses in the metropolitan East Bay," says a Board spokes-person. "With 62 seats, instead of 49, they greatly increase the efficiency with which a single driver's skills can be utilized to serve riders on heavily-traveled commuter routes."

General Manager *James L. O'Sullivan* notes that these coaches should be well accepted by drivers and riders, alike: "We expect that drivers will like the ergonomics of this bus while riders will enjoy the comfort, convenience and reliability characteristic of new equipment."

"Maintenance workers, too, should be pleased since these 60-foot buses share many of the features and systems of the standard coaches we've received in recent months," he added.

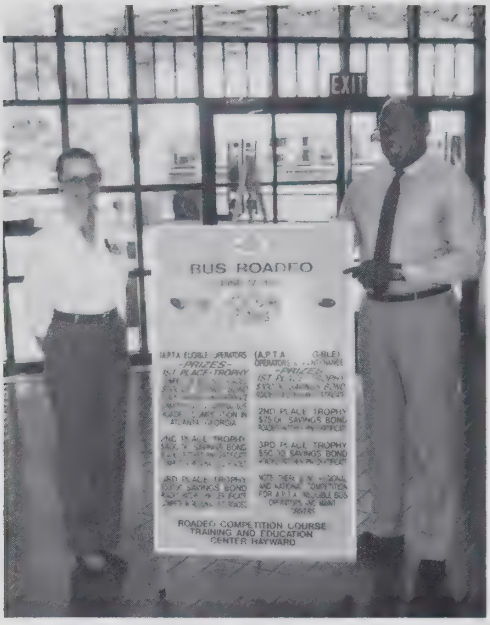
AC Transit has received 108, 35- and 40-foot New Flyers in recent months; and the similarities between them and the articulated models extend from front bumper and driver's compartment all the way to the power-train in the rear. Such items as seats, destination signs, passenger lifts and major chassis components are virtually interchangeable.

In addition, the East Bay's economy is benefitting directly from this bus building contract, under which AC Transit is paying about $260,000 per vehicle. The New Flyer assembly plant has 66 people on the payroll. Its general manager reports having generated $20 million in revenue last year.

In District outreach program Mutual learning takes place

THE COVER — Festooned with clusters of celebratory balloons, the first of AC Transit's order of 30 articulated buses rolled off the assembly line in late March. The gleaming new bend-in-the-middle additions to the District's service fleet not only are expected to ease the commute-hour crunch on heavily-traveled lines, but are providing a boost to the East Bay economy through their assembly at the Union City Flyer facility, which employs 66.

MUTUAL EXCHANGE — District staffers — such as Accessibility Coordinator Francis Masson, shown here with client of Berkeley's Center for Independent Living — whose work regularly involves community outreach, receive valuable input as well as providing information and "how to" techniques for better bus riding. Such learning exchanges particularly help the District better understand and respond to the special mobility needs of present and potential passengers who are disabled and/or elderly.



ROADEO PROMO — Training Instructors Lee Ann Rhodes and Elbert Getridge show informational displays for possible participants in this year's in-house Roadeo. The theme "Stretch for Excellence" has been chosen for the mid-June event.

Annual Roadeo challenges Drivers to show job skills

AC Transit is looking toward fielding another slate of skilled drivers in the 1989 in-house Roadeo, set for June 17, and also harbors hopes of having a repeat of the 1986 finals.

That's the year *Rick Vierra* bested 58 competitors to become the nation's outstanding driver in a win at the APTA national meet.

Included in the Roadeo's challenges are behind-the-wheel skill tests; a written test on safety, defensive driving, and attitude; plus a pre-trip "find-the-defects" segment in which competitors are asked to spot such things on a coach as burnt-out lights and broken mirrors.

A list of prizes go to District Roadeo winners. The 1989 in-house champion will receive a $500 savings bond, with $400 and $300 bonds going to the second and third place winners, respectively. All three also will receive engraved plaques, Roadeo pins, shoulder patches and T-shirts.

Classes provide info And workplace modes Of fighting drug use

Bay Area transit organizations gathered at the District's Training and Education Center in April for classes in how to deal with employees affected by drugs.

The training sessions, offered through a cooperative effort of the Regional Transit Association (RTA), are designed to provide management personnel with skills to assist in helping fight drug dependence. More than 30 representatives of AC Transit, BART, Golden Gate Transit, Santa Clara County Transit District, and Central Contra Costa Transit Authority participated in the day-long courses held April 19-20 in Hayward.

Transit managers who attended were exposed to strategies for handling problem employees and to procedures designed to reduce anxiety in confrontations involving suspected drug use.

"We have been working on awareness of policies and procedures which are effective management tools in dealing with this problem," said *Chuck Lacey,* the District's chief of protective services and investigations, who was instrumental in setting up the training sessions.

"We are anxious to ensure a safe and efficient work environment for all employees and for our patrons," he added, summing-up the objectives of the program.

Sgt. Ed Ladd of the BART Police force served as lead instructor for the sessions, with assistance from other law enforcement personnel, as well as civilian trainers.

The program was carried out in conjunction with the Urban Mass Transportation Administration's adherence to the Drug-Free Workplace Act, passed in 1988. Additional sessions are expected to be scheduled in Fiscal year 1989-90, Lacy said.

AC Transit's Employee Assistance Program also offers professional counseling for employees with drug, alcohol, or other personal problems.

More employees named in Recognition Program

WILLING WORKERS — The last quarter of 1988 brought honors to Emeryville Division's Eula Gulledge (right) and Ben Williamson, Jr. (below) — selected, respectively, for the titles "Clerical Employee of the Quarter" and "Bus Driver of the Quarter." Remaining pleasant, even when dealing with possibly upset fellow employees, is one of many qualities cited in Gulledge's nomination. She is classified as an extra-qualified junior clerk-typist. Excellent attendance, a fine safety record, commendations, and an award for heroism were listed as examples of Williamson's exemplary District record. In addition, his nomination pointed out, Williamson "displays great pride in both performance and attitude."

In a program begun in 1985, "Employees of the Quarter" are selected, by committee consensus, from those nominated by supervisors, managers, or peers.

EARNED HONORS — In the spotlight as "Non-Union Employee of the Quarter" was Senior Office Administrator Rozella Johnson (above), whose "professional manner" in going the extra mile to expedite work-flow in her department, Development and Planning, was glowingly described in her nomination. Another Employee Recognition honoree for the period was Melvin E. Brown (left), "Maintenance Employee of the Quarter." A Bodyman "A" at Central Maintenance, Brown won praise for faithful attendance and willingness "to give 100% on any job assigned."

Efforts center on public input re service net

The initial stages of AC Transit's Comprehensive Service Plan could produce substantial improvements and adjustments in bus routes and schedules in the metropolitan Berkeley/Oakland area later this year.

AC Transit has been making rapid progress in the comprehensive plan, an ambitious undertaking aimed at streamlining and modernizing routes and schedules throughout the East Bay.

Adjustments and improvements proposed for Phase One were open for examination and discussion at a series of Public Workshops in April and then a Public Hearing May 3rd, with implementation of changes planned for December. Phase One is an extensive set of proposed alterations and improvements affecting all classes of bus service.

Mainline and cross-town local feeder routes, many of which were designed decades ago, would be realigned to match travel demand serving today's destinations. Schedules for many of these local routes would be expanded to provide more frequent service and, in places, new night or weekend service would be added. Also proposed: introduction of new van routes, replacing standard buses in neighborhood service.

Details of the entire program are spelled out in flyers made available on all buses prior to the workshops and hearing, which also were publicized via display and legal ads, passenger newsletters, and onboard car cards. Also, the District's Short Range Transit Plan has been open for inspection at many East Bay libraries.

Passengers and the public were invited to discuss the Phase One proposals in Public Workshps scheduled for April 17-25 at locations in San Leandro, Berkeley, Richmond, Fremont and Oakland.

The Public Hearing on the service changes followed on May 3 in the District Board Room, downtown Oakland.

Vans may serve some riders

For some neighborhood routes, multi-passenger vans are proposed as replacements for full-size buses. Regularly scheduled service on which new smaller vehicles would be introduced include:

Line 1 - Van-type equipment replacing Line 18 bus service on Mandana.

Line 2 - Van route replacing Line A and B bus service in Trestle Glen.

Line 3 - Van route replacing segments of Lines C and C-2 bus service in Piedmont.

Line 4 - Van route replacing segment of Lines 42 bus service in Piedmont.

Line 5 - Van route replacing segments of Line 18 bus service in Montclair.

Line 10 - Van route replacing segment of Line 67 in Kensington.

Line 60 - Van route replacing buses on Line 59C on Broadway Terrace and segment of Line 18 in Montclair.

work, increasing efficiency, revenues

Dollar-generating projects Focus on added Pass sales, Workplace transit programs

AC Transit's stepped-up Monthly Pass sales efforts already have paid valuable dividends — statistically and in dollar revenues. Now, new revenue-generating projects will be coming on-line.

Since the first of the year, the District has focused on expanding the network of retail Pass sales outlets and letting patrons and public know outlet locations. By March, results were seen: that month's Monthly Pass sales were 31,329 — a 14% increase over March, 1988 (though March, this year, included Easter-break period, usually bringing a slight drop in sales).

Solicitation of new retailers continues. In addition, efforts also are focusing on persuading current vendors to add to their Pass product-lines (see box below for example).

Meantime, there is expanded emphasis on the Employer Monthly Pass program, in which companies such as Kaiser Permanente, East Bay MUD, and Berkeley Marina Marriott become Pass vendors for employees. A new sales package is being launched to increase such transit-boosting efforts of area employers.

Safeway supermarkets throughout the East Bay (west of the hills) have expanded the list of AC Transit Local Monthly Passes on sale at their stores each month. Beginning with the May passes, Safeway began selling:

- **The Adult Local ($30) Pass.**
- **The Youth Local ($16) Pass.**
- **The Senior Local ($5) Pass.**
- **The Disabled Local ($5) Pass.**

These fare cards also are available at many other retailers throughout the East Bay, including Lucky Stores, various independent markets, and check-cashing outlets.

Evaluation of stops Has many steps, aims

A major program evaluating the efficiency and effectiveness of bus stops throughout AC Transit's service area is underway.

The extensive review — involving more than 8,000 bus stops — is designed to aid delivery of service and improve traffic flow in the 25 communities where District coaches operate. A description of the proposed program received initial approval by District Directors April 19.

In fully assessing bus stop locations, a 15-step structured process for developing and implementing improvements has been recommended by Planning and Development. In such assessments, several variables must be considered.

For example, if articulated (double-length) buses are used, more space is needed. But the space varies depending on location of the stop and parking configurations on the street. Nearside stops with parallel parking require 110 feet, while nearside stops with angle parking require 120 feet. Midblock stops surrounded by either parallel or angle parking require 145 feet. And, farside stops require 100 feet when adjacent to either angle or parallel parking spots.

Recommended space for regular-sized coaches calls for 105 feet nearside, 80 feet farside and 140 feet mid-block.

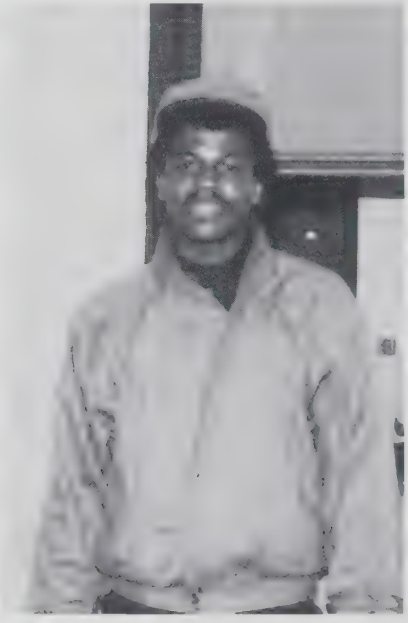
Additionally, the general standard for spacing of each bus stop is 500 feet minimum and 1,000 feet maximum, but this can vary depending on densities, topography and frequency of service in an area.

"This evaluation will provide benefits to the District and to our patrons," said *Ken Stanley,* director of planning and development, who added that full opportunity for public input would be given.

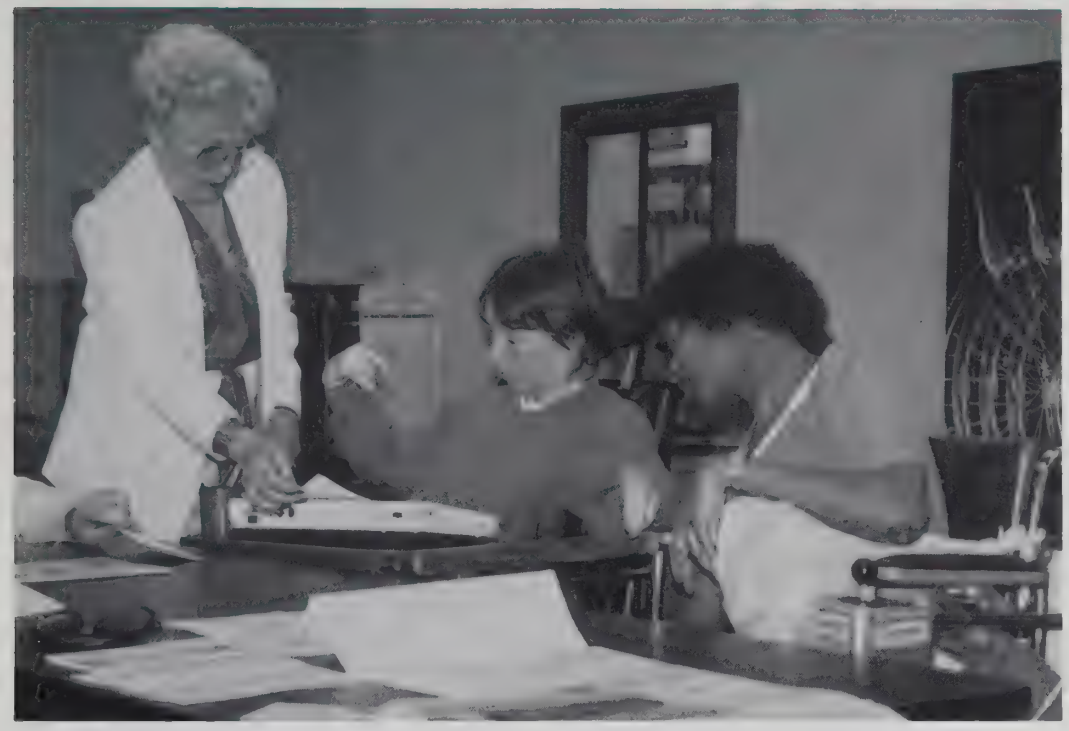
He describes the new program as AC Transit's first formal process for line-by-line bus stop review, analysis, and coordination.

Media promotion Of transit use Rewards patrons

FREE RIDERS — Among 25 Bay Area winners of one-year passes for the transit mode of their choice were these AC Transit riders, all Oakland residents. Theresa Cooper (above) shows she knows the way to the District's Customer Service Center. Patricia Marshall (right) and Ronald Williams (below left) smile their approval at being selected. Ann Cyrus (below right) displays the identification card enabling her to travel free on District coaches for 12 months. The contest was part of February's transit-use promotion by KPIX-TV and KCBS Radio.



"Beat-the Back-up" brings prizes for bus users



FOCUS: ACCESSIBILITY — Joy Graner (left), senior information clerk, recently provided clients of Berkeley's Center for Independent Living with a variety of information about bus-use, with emphasis on both accessibility and on the information services provided special-needs patrons, current and future. Graner is one of her department's specialists in answering phone queries from disabled patrons, including the deaf or hearing-impaired who make use of their in-home TTY link with the District.

CITY BOOSTERS — "Profile Oakland Retail '89" featured displays from a variety of area businesses and agencies, including AC Transit. Helping to tell the East Bay transit story were (from left) Doyle Dewberry, Marketing, and Howard Jeffries, Planning and Development. The exhibition showcased metropolitan East Bay companies and public services. The target audience included retail business representatives from around the country, in hopes of sparking their interest in the resurgent Oakland business community.

Transportation still high on worry-list

Two surveys — one taken at the end of 1988 and the other carried out earlier this year — prove once more California citizens' long-standing concern over transportation.

For the sixth year in a row, Bay Area residents have named transportation problems as the number-one concern among issues facing their communities.

Additionally, a California poll done by Field Institute in January shows support for a gas-tax increase in the Golden State, with proceeds to be used to alleviate transportation problems.

The Bay Area Poll, sponsored by the Bay Area Council in collaboration with KQED-TV, listed transportation ahead of housing, drugs, pollution and homelessness as the "most important problem facing the Bay Area today."

Transportation ranked first for 37% of those surveyed; housing scored 11 percent; drugs, 10%; pollution, 9%; and homelessness, 8%.

The California poll showed that 55% approved of a gasoline tax of five-cents per gallon to fund transportation projects. Forty-two % opposed the tax.

When asked their reaction to a 10-cent-a-gallon tax, however, only 36% approved.

The surveys reflect the public's continued belief that transportation is a key issue of the current era.

Tab rises for mis-using bridge lanes

Can you save money by taking public transit? How does $236 sound?

And that's just the fine that's now applied to those caught illegally using their cars in the "free" lanes on the Bay Bridge that are reserved for multi-occupant vehicles.

A new California Sate law raises the price for mis-using these lanes in approaching the Bay Bridge, west-bound. The bite officially jumped from $78 to $236 on April 3.

And it could be worse. The law allows local areas to raise the fine to as much as $500, but the Oakland Municipal Court chose a course of more restraint by setting the fine at about half the legal limit. According to the California Highway Patrol, the new law resulted from twitchy non-carpoolers who can't stand the wait and illegally use carpool lanes.

Weekdays from 5 a.m. to 10 a.m. and from 3 p.m. to 6 p.m. the two far-right lanes and the far-left lane leading to the Bay Bridge from Oakland are reserved for those vehicles with multi-passengers.

For AC Transit's transbay riders, of course, the new fine presents no source of worry!

Actions of the Board

(Continued from Page 11)

- Approved Requests for Proposals related to the Employee Assistance Program and to District security services.
- Approved alteration, for clarification purposes, to Board rules on Travel and Personal Expenses.
- Approved application in connection with the California Assembly Bill 842 funding process and authorized filing of claims with the Metropolitan Transportation Commission for funding allocations.
- Approved specified actions in support of Alameda County Para-Transit Coordinating Council Five Year Plan, with particular reference to its Peer Support Training Program.
- Approved inclusion in Board Policies and Procedures of a policy delineating authority, role, and responsibilities of Directors who serve on external boards, commissions, and professional organizations.

Actions of the Board

(Continued from Page 12)

- Directed staff and legislative advocate to expend efforts to obtain a new permanent revenue source based on gasoline tax, with close monitoring of any relevant legislation.
- Requested specified organizational, work-force, and compensation information relevant to the Budget of FY 1988-89.
- Authorized General Manager to contract with Arthur Andersen & Company for specified financial management evaluation services.
- Approved merging of previous Pension Boards into a single Board; approved Pension Board appointments of two Directors.
- Approved Board committee appointments.
- Approved a second recruitment for the position of District Secretary based on an altered job description.

***

At a regular meeting February 22, the Board of Directors:

- Appointed Board committee of three to retain services of attorney consultant to advise on matters relevant to a job description for the position of Attorney for the District.
- Adopted resolution establishing the frame-work for a re-constituted Pension Board.
- Acknowledged receipt of Financial Statements, December, 1988.
- Accepted the concept behind the policy frame-work for the Fiscal Year 1989-90 Budget.
- Deferred action on policy relative to South Africa.
- Extended Booz-Allen and Hamilton contract to March 31.
- Approved recruitment contract and job specifications for position of District Secretary.

***

At a regular meeting March 8, the Board of Directors:

- Authorized travel of one staff member to attend Risk and Insurance Management Society conference in Atlanta; travel of one Director and two staff members to attend APTA Western Education and Training Conference in Reno; and travel of one staff member to attend APTA Bus Equipment Maintenance Workshop and Maintenance Management Seminar in New Orleans.
- Approved dispatch of letter to MTC regarding modes of regional cooperation.
- Approved support of earliest possible effective date for EPA 1991 Emission Standards to be applied to both buses and trucks; requested input from staff on feasible interim actions to reduce current level of bus emissions.
- Adopted amended by-laws of Accessibility Advisory Committee; approved dispatch of letter to the Alameda County Board of Supervisors in support of the Five-Year Plan of the Paratransit Coordinating Council; approved drafting of language regarding lift reliability for inclusion in the Five-Year Plan; deferred discussion on Rules for Procedures pending compilation of relevant data by the Procedures Sub-Committee.
- Approved, in concept, a revised Legislative Program; approved a list of specified actions as strategy moves within the 1989 Legislative Program.

***

At an adjourned regular meeting March 22, the Board of Directors:

- Adopted resolution, directed to the President of the United States, relating to the legal status of wheelchair lifts on buses operated by federally funded transit systems.
- Authorized General Manager to purchase 24 service support pick-up trucks, vans, and automobiles through the State Office of Procurement; authorized travel of one staff attorney to Philadelphia for deposition-taking and of two staff attorneys to South Lake Tahoe for California Trial Lawyers' Association conference; authorized travel of General Manager to attend a portion of the APTA Western Education and Training Conference in Reno.

(Continued on page 10)

Actions of the Board

At an adjourned regular meeting January 25, the Board of Directors:

- Approved, retroactively, non-travel expenses for staff member's attendance at one training session of Federal Mediation Conciliation Service in Washington, D.C.
- Approved resolutions of appreciation and best wishes for two former Board members.
- Approved travel of three Board members to attend APTA Legislative Conference in Washington, D.C.
- Approved support of Port of Oakland's application for state funding for intermodal facilities in connection with Amtrak station relocation, with request that such a project include arrangements for full accessibility for the disabled.
- Approved policy of encouraging federal government to apply the same EPA Emission Standards to both transit operators and the trucking industry.
- Approved development and implementation of a public relations plan to inform the public of proposed cuts in the FY 1990 budget of the Urban Mass Transportation Administration; approved conveying the District's concerns on this matter to the Congressional delegation.
- Requested close watch by staff on any proposed new redevelopment areas or modifications/additions to existing ones in light of property tax implications.
- Approved a series of short-term recommendations aimed at employee child care needs; articulated intent in regard to future funding of long-term actions and in regard to a joint policy in conjunction with the union.

Transit-Times

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ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
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- Requested inclusion of details on outreach activities within quarterly DBE reports.
- Approved submission to MTC of Transportation Improvement Program for Fiscal Year 1989-94.
- Approved adoption of specified management actions to reduce deficit.
- Deferred appointments to fill specified Board committee posts.
- Deferred action on Pension Board pending additional staff input.

***

At a special meeting February 1, the Board of Directors:

- Approved preparation of a resolution altering Board Rules of Procedure to allow flexibility in scheduling of Executive Sessions.

***

At a regular meeting February 8, the Board of Directors:

- Accepted documentation related to pensioner claims under California Life Insurance Company coverage; authorized travel of one District representative to attend UMTA seminar on Third Party Contracting in Washington, D.C.; adopted resolution authorizing Board President to exercise flexibility in scheduling executive sessions.

(Continued on Page 11)

AC Transit, 1600 Franklin St., Oakland, CA 94612-2806

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Vol.31 Summer, 1989

Transit-Times

ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Old route patterns are making way For service in a changed East Bay

Our 'Stockholders' Write

This letter is being written on behalf of the ridership of the "A" Line, 7:40 a.m., Monday through Friday, regarding Driver *John L. Morrill,* whom we commend for his prompt adherence to the time-schedule; his cheerful, professional and courteous manner, on a daily basis, to all the riders, no matter what the circumstances and weather conditions may be. His uniform and personal appearance are always impeccable.

With the advent of the many problems facing AC Transit and the much negative press, as of late, we feel it very important to inform you from the field that AC Transit has drivers who continue to maintain a high level of pride and excellence in their work.

Maggie L. Faulkner
Oakland

★ ★ ★

I have been traveling daily on Line 54 while living in the Oakland area for the past month. I cannot leave without letting you know what wonderful people you have driving the buses. They have been most friendly, courteous and helpful to a stranger in the area.

I have noticed how they go out of their way to be of assistance to the handicapped, to strangers, and to people who have a problem with the English language. I say thanks to all these men and women. I have never experienced the like in any other cities.

Father Paschal Brean, S.A.
Friars of the Atonement
New York City

This is a letter of commendation for some of your staff — in particular your Driver *Johnny Reader,* with whom I rode to work on the S Line from Hayward to San Francisco. In leaving the bus, I neglected to take a borrowed, very expensive small portable computer.

I called your lost-and-found department first. They didn't have it but suggested that I ask at the ticket window at the Terminal in San Francisco. I went there immediately. The lady at the window said it had not been turned in there, but the supervisor checked and found it had been turned in at the Hayward Division yard. Later, I recovered the computer.

I went into this detail to show you the people involved; their response was, without exception, honest, polite and helpful.

Robert E. Kyle
Director, Financial Analysis, McKesson
San Francisco

★ ★ ★

I have a long riding experience with AC Transit; and yesterday, on the 51 bus to Alameda, I happened to be seated close to the driver *(Patricia Wright).* Her attitude called my attention.

She was very nice and kind to all the passengers. Everyone who boarded or got off her bus was treated like her very own family, talked to with kindness, care, courtesy, and even with loving attitude. At the same time, she drove very carefully and efficiently.

She is an asset to your company.

Lucy R. Tesoro
Alameda

Route/schedule revamp moves forward

AC Transit is starting out the 1990's with sweeping service improvements comprising the initial phase of the District's long-range Comprehensive Service Plan (CSP).

In Phase One, tentatively scheduled to go into effect next March, decades-old route patterns serving much of Alameda, Albany, Berkeley, Emeryville, and Oakland would be replaced by a new grid network. In addition, schedules are being adjusted and augmented, where possible, to make transferring between routes easier.

Many local lines still follow routes established 20 to 50 years ago when most urban activities centered in clearly defined "Downtowns." While the metropolitan East Bay grew and changed over the years, bus service adjustments were made gradually -- usually in response to localized demands.

For the first time since the 1950s, systematic changes are being made to about 60 routes -- yielding a network designed to better serve today's new shopping malls, residential areas, and burgeoning commercial, medical and educational centers.

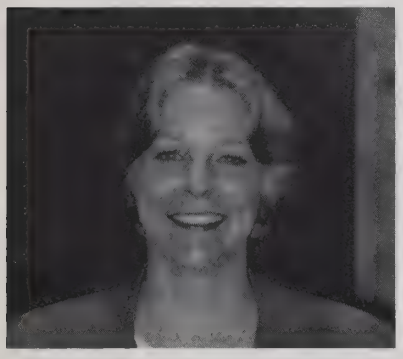
Instead of heading to or through downtown, more buses will be routed cross-town in an east-west/north-south grid. This means that riders should be able to reach most destinations with no more than one transfer. As a result, riders can expect either to make speedier cross-town trips or (thanks to easier transfer connections) to cover more miles in a given amount of time.

In coming months, AC Transit will be developing a family of user information materials introducing the new CSP Phase One service patterns and explaining to riders how best to take advantage of them.

Plans for less dense suburban areas call for having service fan out from transfer centers -- much like the Timed Transfer pattern established a year ago at BART /Hayward station. Though suburban densities may not support high-frequency bus service, timed transfer connections -- buses meeting at regular intervals before fanning out into local neighborhoods -- yields greatly speeded passenger trips.

The system-wide restructuring will be introduced in stages beginning in early 1990. All of the 150 commute-hour routes are scheduled to be revamped by 1993.

District Secretary post Filled by Betty L. Wallis



Moving from the southland

Betty L. Wallis joined AC Transit as District Secretary June 12 after wrapping up prior duties as City Clerk of LaHabra —the most recent position in Wallis' 16-year career with southern California municipalities.

She won the position on the basis of her background in conducting official meetings, local elections, office management, and the administration of business for publicly elected officials.

THE COVER —— A sleek new District bus stopped outside the newest section of downtown Oakland's burgeoning City Center development: both elements typify the dynamic, growing nature of the metropolitan East Bay as the 1990's come nearer. This coach, and hundreds like it, will be key elements in March, 1990, when AC Transit introduces to East Bay streets Phase One of the long-planned, publicly-discussed Comprehensive Service Plan. Beginning with service centered in the Oakland area, the plan will dramatically streamline and modernize bus routes and schedules to better meet mobility needs of the 1990's and of the new century beyond.

Special Assistant Program Gives injured employees Interim work alternatives

A new **Special Assistant Program** offers a beneficial alternative to AC Transit workers who are injured on the job. Until now, an injured employee's primary option has been to receive the legally-specified disability indemnity rate until released by a doctor to normal duty.

The new, better option permits those on Industrial Injury but still able to work in some capacity to contribute to the District's mission for up to 60 days in a calendar year. In the process, special assistants earn 80 percent of their regular hourly rate rather than state-established compensation benefits.

"While we hope that there would be no on-the-job injuries, we're also realistic enough to know that accidents happen," says General Manager *James L. O'Sullivan.* "So we've developed a way for doctors to indicate that an injured employee is capable of working in some specific way."

Special assistants do not replace existing positions. Instead, they perform any of 68 specific tasks which otherwise might go undone: assisting janitors; gardeners; transit information outreach; word-processing, typing, or filing.

Once a doctor determines that an injured employee qualifies for the program, participation is required. To decline at that point is to forfeit the disability indemnity compensation rate too.

"From its very inception, the program had the active involvement of ATU Local 192," notes *Ely Hill,* president of the union local. "It now has our wholehearted endorsement."

The list of tasks (as well as the procedures and forms necessary for the program) were developed by *Shirley Haile,* a road supervisor on loan from Central Dispatch. Workers' Compensation Supervisor *Shelley Fogel* and Assistant Risk Manager *Marit Roman* also contributed to its development.

All 2,100 AC Transit employees are eligible to participate, though the program focuses on the drivers and maintenance workers who comprise three-fourths of the workforce. Best estimates are that the program will generate savings of $177,000 in FY 1989-90.

"In this program, everyone is a winner," O'Sullivan notes. "Riders benefit because more people are on the job; AC Transit gains from having the knowledge and skill every Special Assistant can bring to the job. And the employee wins, too, retaining a higher level of earning power during the recovery period."

Long-time rider rewarded

Clarence R. Fischer (left), shown with George Mondragon, customer services supervisor, met requirements for the Regular Rider promotion.

Clarence R. Fischer, a transit-dependent passenger, became the first AC Transit patron to take advantage of the District's one-time-only Regular Rider Program. Fischer has public transit riding roots which go back to the days of AC Transit's predecessor, Key System. Both his mother, R. Elizabeth Erickson, and his grandmother, Mary W. Erickson, took him riding as a child, both for practical purposes and "just for the fun of it."

Fischer currently works for the Oakland Police Department, commuting by AC Transit bus from Hercules, where he lives with his wife, Karen.

The Monthly Pass promotion offered regular riders a bonus of two free months of travel for purchasing 10 Passes of any single category. Program participants qualified for their 12-for-10 bonus by saving and turning-in the expired Passes representing the relevant time-period established for the promotion.

Previous Roadeo winner takes top spot again

District drivers and maintenance personnel joined in demonstrating how the tread meets the track June 17, as AC Transit hosted its annual in-house Bus Roadeo. When the scores were tallied, the first-place trophy winner was *William Gamlen,* who had previously earned the honor in 1987.

Nearly 50 operators and mechanics competed at the Training Center in Hayward, testing their abilities behind-the-wheel and in written tests of their job knowledge. Contestants also were judged on personal appearance and skill in finding "planted" mechanical problems. That was in addition to surviving tricky "field maneuvers" involving negotiation of a serpentine course in a 10-ton urban transit vehicle.

Gamlen actually wound up a double winner by earning "Best on Course" with his 539 score out of a possible 600 points.

In addition to his trophies, Gamlen took home a $500 savings bond, plus the right to represent AC Transit later this year in the Northern California Bus Roadeo in San Francisco and the International Bus Roadeo in Atlanta. Second place and a $400 bond went to *Jesse E. Cruz.* And third, with a $300 bond, was won by *Daniel L. Hoile, Sr.*

Among those drivers who did not meet all criteria under the American Public Transit Association's Roadeo rules, *Mark Beam* took first; *Robert Etter,* second; and *Edbert James,* third.

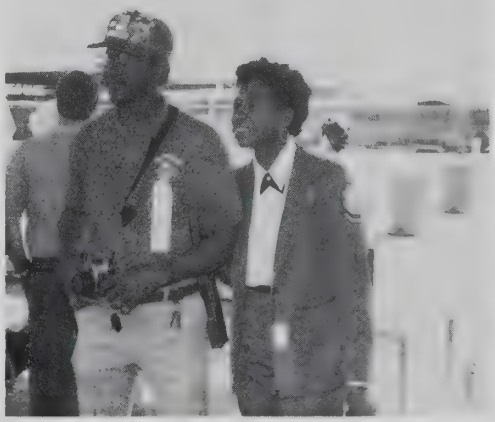
In a separate contest, maintenance employee *Mark P. Beitia* won first prize and a $100 bond. Second place and $75 went to *Amando A. Alamillo.*

All participants received a range of souvenirs of the yearly event — plaques, T-shirts, caps, and similar items.

Those attending the event also had the option of taking advantage of a range of information available at the site. Such contemporary issues as AIDS, transit accessibility for the disabled, and benefits programs were represented by presentations and/or informational literature.

William Gamlen earned trophies and other prizes as 1989 District Roadeo champ.

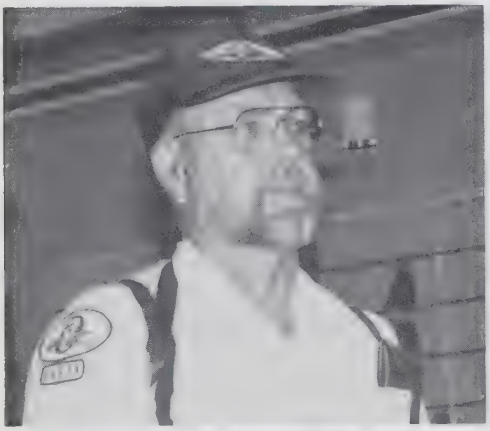
"It is the first time the District has included an informational element like this," says General Manager *James O'Sullivan.* "It was an information exchange in a positive setting meant to be beneficial to all — the contestants, co-workers, families, and visitors."



CONTEST WATCHERS -- Two avid observers of the action at the in-house Roadeo were (left) Billy Bishop, transportation training coordinator, who spear-headed the event's planning, and Louella Kissinger, last year's AC Transit Roadeo winner (and first female driver to achieve that distinction).

Seven honored for exemplary performance

TOP 7 - Most quarters produce four Employee Recognition honorees. In this case, a top crop of nominees resulted in seven. Five are identified below: the sixth is Road Supervisor Cheryl Washington (bottom right); and the seventh is on Page 7.



"Drivers of the Quarter" (top and center left, center right, bottom left): Noble Gee, Wilbur Portteus, Robert Totten, Otis Ireland, Top right: Delois Bunch, "Clerical Employee of the Quarter."

(Continued on page 7)

Promoting Pass sales pays dividends

Through a more agressive program of Monthly Pass promotion, the District not only has increased sales in recent months but has developed stronger ties with the East Bay retail community.

A total of 32,436 AC Transit Monthly Passes were purchased in May, 1989 —— an increase of nearly 20 percent over May, 1988, sales. Such double-digit percentage increases have been achieved regularly thus far in 1989.

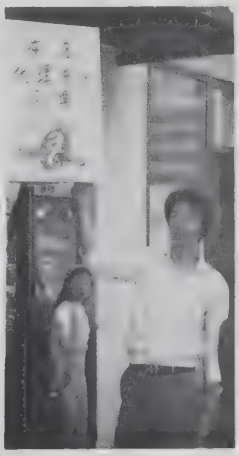
"The agressive outreach organized by Pass Sales Coordinator *Catherine Cook* is larely responsible for the increase, " says General Manger *James L. O'Sullivan.* "Her efforts, coupled with the on-street sales support retailers now get from our Customer Services personnel, result in material gains for the District."

The high-value Transbay Pass, valid for all classes of service, most often is sold over the counter at the Ditrict's ticket office in San Francisco -- one end of the line for all transbay bus routes.

The greater challenge lies in insuring ready availability of Local Passes, since many buyers never visit downtown Oakland, where AC Transit's second customer services office is located. Thus, the situation required an extensive network of retail outlets throughout the system's 350-square-mile service area.

PASS OUTREACH — AC Transit Pass Sales Coordinator Catherine Cook now has new promotional materials to provide vendors who sell the broad range of monthly Passes. Here, she shows Ken Bailey of "Everybody's Check Cashing", Richmond, a sample of new free-standing counter cards for the growing number of Pass sales outlets.

Oakland-based Safeway Stores is a key vendor whose three-dozen outlets now lead in Pass sales volume. Other supermarkets play a role, but the smaller vendors -- particularly check-cashing agencies, neighborhood markets and senior centers --also become vital contributors to the program.



PASS TALK — Pharmacist Albert C.M. Wong displays mobile sign promoting Monthly Passes in Cambodian, Chinese, and Vietnamese. The sign was Wong's idea, and was created by employees of the Oakland Chinatown store with materials furnished by AC Transit.

Another employee honored

(Continued from Page 6)

BUS DOCTOR — East Oakland's Timothy Dawkins (mechanic "A" lead) garnered honors as "Mechanic of the Quarter".

Appreciation Day Says "Hats Off" To all employees

IN CELEBRATION — Saluting employee performance and professionalism was the main thrust of AC Transit's individual celebration of the nation-wide "Transit Appreciation Day" — May 17. At one of the work-site commemorations — Emeryville Division's — Deputy General Manager George Grandison (left) stopped by to spread the word that "Hats off to AC Transit employees" was the slogan of the day. He's shown discussing the menu of complimentary refreshments and the overall spirit of the event with Driver Walter Scott.

SAYING "THANKS" — The key role of the nation's transit systems and the highly varied contributions of their employees were saluted in mid-May in the format of "Transit Appreciation Day." The in-house festivities included complimentary meals at all work-sites and souvenirs of the event. Here, at Hayward Division, Director of Transportation Sterling Stewart (center) expresses his personal appreciation of the day-to-day contributions of Drivers Virginia Benson (right) and Greenville Cleveland.

FOCUS: Transit People and Projects

ADVENTURE MAP — Brian Powell (right) and Dirk Pate, offspring of AC Transit staffers Carrie Powell** and Donna Pate, check out the new Oakland Explorers Kids' Guide, showing youth-appealing destinations accessible by bus. Geared to summer vacation use, the pocket guide was conceived by the Junior Center for **Arts and Science and printed at AC Transit.

SAFETY GUIDE LINES — Oakland Fire Prevention Bureau Public Education Coordinator Stephanie Massey (center) conducted a series of seminars for AC Transit employees, in coordination with Dave Peery (left), District safety specialist, and Chuck Lacy, chief of protective services and investigations. The programs were designed to heighten overall in-home and on-the-job safety awareness and to provide employees with specifics of what to do in case of fires at any location.

TOURING TURKS — Governors of 22 eastern Turkey provinces toured facilities in Oakland, where AC Transit buses, BART trains, trucks and ships all service a major hub around the Port of Oakland.

Turks take interest in transportation coordination

Twenty-two visiting governors from provinces in eastern Turkey traveled by AC Transit bus during activities hosted by the District, BART, and the Port of Oakland on June 1.

The group was here as part of a program designed to create understanding of United States governmental processes, as well as an exchange of business and cultural views. They traveled by BART from San Francisco, then AC Transit provided connections with the Port of Oakland. Later, they elected to return to San Francisco via the view-rich route — transbay coach.

The Port of Oakland tour emphasized coordination among the wide variety of transportation modes centered in Oakland, including rail, water, bus and highway. The group also toured other points in Northern California, including Napa Valley wineries.

The visitors represent about one-third of all governors in Turkey. A second delegation of about the same size is expected to visit the Bay Area later this year.

Actions of the Board

(Continued from Page 11)

Kay and Stevens, concerning manner of remuneration.

- **Authorized General Manager to negotiate contract with Alameda County/Contra Costa County Sheriffs' departments for providing mobile security services for a three-year period, with option for two additional years, with remuneration ceiling for first year specified.**
- **Accepted, in concept, fiscal policies and goals statement of Fiscal Year 1989-90 Budget, subject to additional review by counsel.**
- **Adopted District Environmental Quality Handbook, with incorporated amendments based on review by counsel.**
- **Adopted line/route descriptions relative to environmental assessment of Lines 9 and 88; ratified contract with Wallace Roberts & Todd to carry out said assessment, in connection with Phase 1, Comprehensive Service Plan.**
- **Scheduled Public Hearing for Wednesday, August 9, 7 p.m., to receive input on proposed service adjustments.**
- **Approved plan for review of Board Rules for Procedures/Policy Statements; adopted interim amendment to Rules for Procedures pertaining to meetings; adopted resolution repealing/rescinding prior actions conflicting with said interim amended rules.**
- **Approved job description for position of Attorney for the District.**
- **Approved dispatch of letter to Cal Trans in regard to needed ventilation of bus deck level, Transbay Terminal.**
- **Approved three-year extension of contract with Tom Bulger/Government Relations, Inc., with conditions specified.**

Actions of the Board

(Continued from Page 12)

specified exemptions requiring further staff study, legal or environmental opinions.

- Approved rescinding of specified amendment to Board of Directors' Procedures.
- Authorized General Manager to re-state language of a rescinded resolution regarding employment contracts to achieve a mutally acceptable result.
- Approved the concept of involving new District Secretary in preliminary work on re-structuring Board Rules and Procedures, with legal review called for prior to adoption.
- Approved retroactive grant application in connection with Joint Labor Management Improvement Committee.
- Approved Special Assistant Program, specifying quarterly review. (see story, pg. 4).
- Approved discontinuance of "Regular Rider" program.
- Approved dispatch of letter to Mayor of Alameda on the subject of Line T service.

★ ★ ★ ★ ★

At a regular meeting June 14, the Board of Directors:

- Approved South Africa policy, with specified definitions and notations.
- Approved extension of contract for outside services for the District Secretary's functional area, with expenditure ceiling specified.
- Approved budget amendment of $400,000 for emergency clean-up of divisional fuel spill, with specification that the sum come from District reserves and that expense recovery be pursued at the appropriate time.
- Approved policy of charging for requested copies of District documents.

★ ★ ★ ★ ★

At an adjourned regular meeting June 23, the Board of Directors:

- Adopted resolution of appreciation for services of Interim District Secretary from May, 1988, to June, 1989.
- Established guide-lines for receiving departmental budget information.

★ ★ ★ ★ ★

At an adjourned regular meeting June 28, the Board of Directors:

- Received a variety of reports concerning federal and state legistative/funding matters; approved "oppose" or "support" stances on a list of current legistation; approved attendance of Board President and General Manager at June 29 BART Board meeting to speak to the matters of transfer payments and performance issues; received report concerning composition of other transit boards.
- Tabled review of District policy concerning facilities usage.
- Directed staff to obtain legal opinion regarding the Performance Evaluation System's consistency with relevant PUC requirement.
- Approved August workshop to review format of quarterly Equal Employment Opportunity/Elderly and Disabled Report.
- Approved appointment at the July 12 meeting of Ad Hoc committee to prepare a response to the Grand Jury Report.
- Adopted resolution authorizing expenditures/receipts of funds prior to final approval and adoption of Operating and Capital Budgets for Fiscal Year 1989-90.
- Approved a series of actions related to Phase I of the Comprehensive Service Plan, including rescinding of May 24 action on the CSP; adoption of line/route descriptions necessary for environmental assessment of the plan; and authorization for issuance of an emergency Request for Proposals to obtain environmental assessment services, to be contracted prior to June 30 at a cost not to exceed the specified sum.
- Requested preparation by special counsel of District procedures relative to California Environmental Quality Act (CEQA) requirements.
- Approved award of contracts for underwriting and financial advisory services to Grigsby Brandford Powell, Inc., and Ehrlich Bober and Company, Inc.

★ ★ ★ ★ ★

At a regular meeting July 12, the Board of Directors:

- Scheduled Board workshop August 16 to review Equal Employment Opportunity/Elderly and Disabled Report.
- Approved Board President's appointments: subcommittee to prepare response to Grand Jury report and alternate delegate to Alameda County Transportation Plan Commission.
- Approved agreements with law firm, Whitmore,

(Continued on Page 10)

Actions of the Board

At a regular meeting April 12, the Board of Directors:

- Approved revised policy on use of District resources.
- Endorsed Oakland Explorers Kids' Guide.
- Directed specified actions of staff in regard to budget information presentation and coordination of budget and Five-Year Plan information.
- Placed into official record a statement on the status of the District by the Board President.
- Referred to the Pension Board for review a letter from the Retirees Club requesting consideration for membership on that Board; directed that the Board dispatch a written response to the group.
- Approved list of workshop dates for public review of the Short Range Transit Plan.

★ ★ ★ ★ ★

At an adjourned regular meeting April 26, the Board of Directors:

- Approved "support" or "oppose" positions in regard to a list of eight California legislative bills.
- Requested staff report at the next meeting in regard to Booz-Allen and Hamilton's Phase II recommendations.
- Approved revised Bus Stop Policy and directed staff to proceed with the changes.
- Requested that staff research and compile information on questions involving hazardous materials handling.
- Approved the Board acting as a Committee of the Whole to consider Rules for Procedures.
- Approved system of collecting and coordinating information from other area public organizations to assure regular and reliable access to relevant information from these entities.
- Approved changes to be incorporated into the Rules and Regulations Governing Travel and Personal Expenses and requested that staff present the revised policy at the next meeting.

★ ★ ★ ★ ★

Transit-Times

Published by the
ALAMEDA-CONTRA COSTA TRANSIT DISTRICT
1600 Franklin St., Oakland, California 94612-2806
Telephone (415) 891-4777

At a regular meeting May 10, the Board of Directors:

- Approved seeking legislative change related to Retirement Board investments.
- Authorized Request for Proposals for an incentive program to address the problem of employee absenteeism.
- Approved administrative procedures and an enabling resolution related to the Contra Costa Transit Council, created by Measure C.
- Authorized General Manager to contract with Occupational Health Services in connection with the Employee Assistance and Counseling Program.
- Approved changes in the process for coordinating the Board Agenda with the Board President and District Secretary.
- Approved a specified percentage-rate as Disadvantaged Business Enterprise goal for Fiscal Year 1989-90.
- Authorized payment of registration fee for one Director's attendance at the World Conference of Transportation Research in Yokohama, Japan.
- Approved selection of search firm in connection with filling the position of Attorney for the District.
- Approved continuation of night Board meetings.

★ ★ ★ ★ ★

At an adjourned regular meeting May 24, the Board of Directors:

- Adopted Comprehensive Service Plan, with

(Continued on Page 11)

AC Transit, 1600 Franklin St., Oakland, CA 94612-2806

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Transit-Times

ALAMEDA- CONTRA COSTA TRANSIT DISTRICT

EARTHQUAKE, '89

(See Supplement)

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UNIVERSITY OF CALIFORNIA

Buses await presidential press corps'
Touch-down for tour of quake sites

Our 'Stockholders' Write *(See Supplement for more)*

After I had left a package on the GX bus, I went to the Richmond bus yard to try to find the bus. Your dispatcher on duty *(David Isler)* was very helpful and figured out which bus I had ridden. He then arranged for a driver to take me to the bus, and I found the package.

I would like to thank him again and point out his good work.

Cathy McAuliffe
Berkeley

★ ★ ★

This letter is to tell you how much I enjoyed riding public transportation while in your city on a week's business visit. The buses were comfortable and the service was wonderful.

I would like to compliment one driver in particular *(Janet Gutierrez)*. From the time I boarded the bus at the University of California until I left the bus at MacArthur and Broadway, I observed this driver's demeanor and driving skills. She was very polite to everyone, be they senior citizen or young. She would greet each person with a smile and was more than willing to be helpful with the correct answers to questions.

The bus trip was comfortable and safe, and she called out every stop, even names of businesses (i.e., Kaiser Hospital), transfer points, and schools. It is drivers like this who make riding public transportation a pleasure and who leave a pleasant memory in persons who visit your city.

Edward A. Liggins,
Attorney-at-Law
Falmouth, Maine

★ ★ ★

Because I walk with a cane, I frequently miss buses. Recently, at the Terminal in San Francisco, I thought I had just missed my "B" bus; but, to my surprise and delight, the driver glanced in his rearview mirror, saw me coming and backed up to the bus stop and waited.

I must congratulate Driver *Robert Lusure* on his alertness, kindness, and sensitivity to the handicapped. I believe his conduct to be exemplary and a fine example.

Sharon Letcher
Oakland

★ ★ ★

I have been a rider on the CBX Line for 17 years and would like to bring to your attention the excellent service provided on the 7:08 a.m. bus by your Driver *Donald J. Williams.*

Don has been consistently on time every day, in addition to being a friendly, courteous and cautious driver.

Robert Knickerbocker
Oakland

★ ★ ★

Now we are back in Kyoto, Japan. I want to thank you for your very special kindness. We felt very close to AC Transit because of you, and at the same time we were encouraged very much for what we have to do in Japan. It will be a long, tough fight to us to have passenger lifts in Japan. But we have to do it, to start.

Misa Hayashi
Kyoto, Japan

(Ed Note: This card, addressed to Francis Masson, accessibility coordinator, followed the visit of Japanese transportation specialists who were surveying lift technology).

Board adjusts service, adds cash source to improve District's over-all position

The District's Directors have taken firm action to further ease the financial problems which have strained the System's ability to deliver bus service to metropolitan Alameda and Contra Costa Counties in recent years.

One major decision was the Board's vote to authorize adoption of an innovative financial plan calling for issuance of revenues anticipation notes (RANS) — which, somewhat like bonds, serve the purpose of generating an influx of cash.

AC Transit's 1989 issue of RANS sold in early October at a price of $5.2 million. Thus, these notes — to be repaid from the revenues scheduled to be received in 1990 — generated much needed funding to be applied to helping meet the District's monthly cash flow requirements.

Service decisions

In a separate set of actions, the Board reviewed and adopted a set of service adjustments which also will have positive impacts on the operating budget. Following a public hearing, the Directors approved a plan that trims an estimated 200 hours of underutilized bus service.

The reductions, carefully calculated to pare unused seating capacity from peak period operations while maintaining the integrity of the commute-hour service network, has the added benefit of yielding nearly $700,000 in savings during this fiscal year, notes *Ken Stanley,* assistant general manager - Service Development and Marketing.

Routes which were adjusted beginning Sunday, December 10th (or Monday, December 11th, for weekday-only service), include:

Transbay Lines A, B, BX, C, CBX, CH, EX, F, FX, FXX, G/GX, H/HX, K, KH, N, NF/NH, V and W.

Local and East Bay Express Lines C-2, 5, 11, 33X, 34/34X, 38X, 40/41/43, 42, 52, 55, 56A, 64, 66 and 79.

Other actions

As a result of another Board decision, the schedule for downtown Oakland's "Broadway Shuttle" — linking Kaiser Center and Jack London Square — was being adjusted beginning Monday, December 11.

The revised schedule was adopted following an earlier Public Hearing which explored these options: curtailing the service, eliminating it, or instituting a fare to help operate it.

New operating hours for the still-free shuttle, which provides quick rides to the shops, offices, commercial enterprises and restaurants on Broadway, will be 10:30 a.m. to 2:30 p.m. weekdays.

Daily service begins and ends with buses 15 minutes apart — with a midday change to seven-to-eight minute intervals to better serve the needs of lunch-hour diners, shoppers, and errand-runners.

The free Broadway Shuttle is readily identifiable by the colorful checker-board paint scheme.

In commenting on the changes, General Manager *James L. O'Sullivan* stressed that there were no routes actually being eliminated.

THE COVER — The myriad bus service adjustments which followed the earthquake included quick response to an especially unusual request — to provide mobility for the White House Press Corps which accompanied President Bush on his October 20 damage-inspection tour of the East Bay. Here, AC Transit staff and drivers involved in the project await touch-down of the Press Corps helicopter. Then, loaded with D.C. media, the District buses proceeded to the collapsed I-880 over-crossing in Oakland, from which images and descriptions of the President's inspection of that site of death and destruction were sent out to the world.

Two assume Assistant G.M. posts

Kenneth O. Stanley

Charles A. Hill

In a re-structuring of top-level executive responsibilities, General Manager *James O'Sullivan* created two new Assistant General Manager positions.

Kenneth O. Stanley takes on added responsibilities under the new title of Assistant General Manager of Service Development and Marketing. *Charles A. Hill* became Assistant General Manager for Administration when he joined the District October 3 after 20 years in both public and private sectors.

In his new function, Stanley will continue to be responsible for Planning, Research and Scheduling, but now has added duties encompassing Customer Services/Marketing, Strategic Planning and Analysis, and Accessible Services.

Stanley has over 22 years of experience in the transit industry, including stints as bus driver, dispatcher, schedule writer, and planner at Tri-Met in Portland, Oregon. He joined the District last year from his position as Director of Rail Operations Planning. His prior title at AC Transit was Director of Research and Planning.

As Assistant General Manager for Administration, Hill over-sees Human Resources, Safety, Labor Relations, Training, and Security, lending his two decades of experience in these fields to the newly-created post.

In his immediate prior position, he was Vice-President of Human Resources for the East Bay's Brookside Hospital. His career has also included responsibilities as Director of Human Resources for Group Health Cooperative and as Personnel Manager for Armour Food.

His graduate degree in Industrial Relations was earned at the University of Minnesota.

Other appointments

As Assistant to the General Manager, *Michal Settles* will assist O'Sullivan in carrying out Executive Department functions. She will represent the General Manager in his absence and interface with community groups and government agencies. Major responsibilities will include the development of a Management by Objectives (MBO) system and establishment of internal and external communication systems. She also will supervise District Affirmative Action/Equal Employment efforts.

As Quality Assurance Officer, *George Grandison* will be responsible for establishing a participative management system, placing an emphasis on service management and quality, and strengthening the customer orientation for the District. He will solicit ideas for improvement from throughout the service areas, analyze and cost-out ideas, and establish a priority system for implementing them. He also will have oversight responsibility for the Absenteeism Program and the Substance Abuse Program.

Soviet visitors show interest in eased access

AC Transit had an opportunity in September to participate in "glasnost," as the System made its contribution to developing more openness between the U.S. and the U.S.S.R.

A regular transit coach with passenger lift was sent to Berkeley's Center for Independent Living, where Soviet visitors were reviewing U.S. efforts to assist disabled persons.

Touring CIL was Alvetina Nikitina, wife of Soviet Delegate Ilya Zaslavsky, who is representative to the People's Congress from Mikhail Gorbachev's home district in Moscow.

Both Nikitina and Zaslavsky are disabled. She is a victim of polio, and he lost both legs in childhood as a result of a contaminated medical injection. They have one daughter, Anastasia, age two.

Nikitina, speaking via translator Kevin Kelly of the State Department, said she was interested in current technology of assistance to disabled persons.

While touring CIL, she examined and tested the Lift-U passenger lift on 40-foot New Flyer AC Transit bus No. 2519, dispatched from the Emeryville yard. She requested and received added information about buses and lifts from AC Transit staff.

She also showed interest in the TTY telephone communications system for the hearing impaired. Deaf persons, or those with some hearing loss, may secure special telephones which transmit written requests and responses regarding transit schedules. AC Transit riders use the number 1-800-448-9097 to get such information.

Zaslavsky and Nikitina were invited to the United States under the auspices of the International Visitor Program of the United States Information Agency.

AC DIPLOMACY — Reflecting the new era of "glasnost" between the Soviet Union and the United States, AC Transit provided a New Flyer bus equipped with Lift-U passenger lift for viewing by Alvetina Nikitina, wife of Soviet People's Deputy Ilya Zaslavsky, member of the Russian Congress from Mikhail Gorbachev's Moscow district. From left are Nikitina; translator Kevin Kelly; Judy Heumann, vice president of the World Institute on Disability; and Gerald Baptiste, associate director of Berkeley's Center for Independent Living.

'Access' is TV subject

A television crew from Japan focused on AC Transit's bus access program for the disabled in producing a documentary for Nagoya TV, Nagoya, Japan. From left are Cameraman Yoshinobu Sakaue and Translator Katsumi Sasiki. The crew is part of the news department of Nagoya Broadcasting Network, and is looking at policies and procedures for helping mobility-impaired persons.

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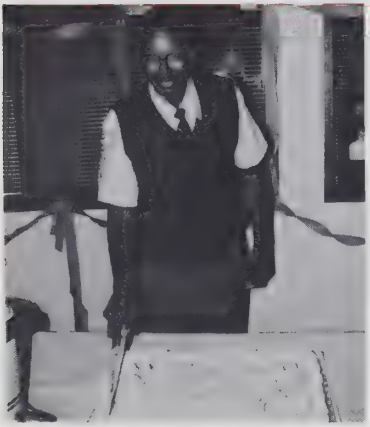


TOP OPERATORS — Richmond's Tom Villarreal (left) is being honored for attendance, safe driving, and superior approach to the job. Another "Bus Driver of the Quarter" is Emeryville's Robert E. Potter (far left), whose selection was based on perfect attendance for the current and past year, plus outstanding job attitude.

EARNED PRAISE — East Oakland's Cuney Clemons (right) shared "Bus Driver of the Quarter" recognition because of conscientiousness about anything affecting his ability "to deliver good service". Richmond Dispatcher Bettye Bunton (far right) garnered "Clerical Employee" honors because of highly exceptional performance during a difficult, staff-short period within her area.

SPOTLIGHTED — Administrative Assistant Beatrice ("Bardi") Darcey (left) received "Non-Union Employee" honors because of knowledgeability, helpfulness, and professionalism in staffing the District Secretary's office. Emeryville's Charles Powers (far left) became "Maintenance Employee of the Quarter" because of his "diligent efforts" in the coach cleanliness program. He's a leadman/service employee.

EXAMPLES OF EXCELLENCE — AC Transit's Employee Recognition Program is now in its fifth year of singling-out and rewarding employees for qualities of character and conscientiousness. Nominated by managers, superintendents, supervisors, or even by work-place peers, those selected each quarter from panels of nominees have generally been stand-out employees for a number of years. At least four are selected per period from the functional areas of driving, maintenance, clerical, and non-union. However, Some quarters produce six (as above) or even as many as seven winners. Among the qualities most cited in nominations are exemplary attendance and safe-driving record (if applicable), helpfulness to co-workers and/or customers, and willingness to "go the extra mile" to do a superior job.

Instant re-orientation required When quake disrupts area transit

When the earthquake hit at 5:04 p.m. Oct. 17, 1989, it reverberated through AC Transit just as it did through the ground above the seismic fault which provided its genesis.

At the exact moment of the quake, AC Transit buses were eastbound on the Bay Bridge. Driver *Douglas Burghardt* would exhibit outstanding presence of mind by slamming to a stop just scant feet from the collapsed section of bridge, saving himself and 35 passengers. After escorting his passengers to a safer section of the span, Burghardt returned to the help pluck motorists out of cars dangling over San Francisco Bay.

More than 100 buses were caught west of the break; and BART trains temporarily could not use the transbay tube under the water. Quickly, buses loaded homeward-bound commuters and made an end run — northward via Golden Gate and Richmond bridges.

Within an hour of the event, Division Superintendent *Sylvester Mosley,* Senior Road Supervisor *Greg Hunter* and Road Supervisor *David Elsasser* established a mobile command center at the BART MacArthur station to dispatch buses as far north as Richmond, as far east as Walnut Creek and as far south as Hayward.

COMMENDATION — Driver Douglas Burghardt (center) receives congratulations for his actions the evening of the earthquake from General Manager James L. O'Sullivan (right) and Transportation Superintendent Sterling Stewart. Burghardt safely stopped his bus, with 35 passengers aboard, only feet from the abyss created when a section of the Bay Bridge collapsed.

Minutes later East Oakland Division Superintendent *Gene Cota* and his Assistant Superintendent *Lois Williams* arrived at Jack London Square to meet Assistant Director of Maintenance *Colby Swanson.* They set up a command post there to meet ferry boats arriving from San Francisco. An estimated 5,000 weary and fearful travelers would pass near them during the next nine hours before Road Supervisor *Mike Beard* was left in charge to help any stragglers.

The Jack London Square group summoned coaches from as far away as Concord's Central Contra Costa County Transit Authority, which had offered its resouces to meet the emergency. Buses rolled north, east and south, making connections to BART stations and other mainline AC Transit routes.

In Hayward, Superintendent *Ben Davis* and Assistant Superintendent *Robin Little,* pressed an additional 17 buses into service to form a "bus bridge" along the Oakland-Hayward-Fremont BART corridor while continuing regular service throughout Southern Alameda County. Driver *Betty Burnett* joined *Leroy Beach* in his role as dispatcher from Hayward, as operators and buses were quickly moved to interface with the rail service.

Richmond Division Superintendent *Carl Kissinger* and Assistant Superintendent *Maurice McCarthy* sent out buses to operate as a bridge from Richmond to BART/MacArthur in Oakland, providing desperately needed connecting links between Contra Costa and Alameda Counties.

For drivers *Lynn Newton, Mickie Redding* and *Thurmond Washington, Jr.,* the night would be especially grim. Their buses would be converted into temporary morgues — pressed into emergency service at the collapsed Cypress Structure on the Nimitz Free-

(Continued on Page S-3)

Coordination of regional transportation res

After the earthquake transformed Bay Area travel patterns, adjustments (and, amazingly, even some improvements) to AC Transit bus service almost immediately offered riders a set of transportation alternatives. Through inter-System coordination of resources, these options included bus linkage with Bay Area Rapid Transit trains and with ferry boats — the latter a hastily-assembled fleet of modern vessels which, for the duration of the Bay Bridge closure and freeway disruption, will be a reminder of the Bay Area's fondly-remembered transit past.

Thus, less than a week from the time and date of the cataclysmic quake — October 17, 5:04 p.m. — a fully operational emergency network of transportation sources had, quickly and cooperatively, stilled the fear of mobility-paralysis in one of the most heavily traveled urban corridors in the United States.

With all of AC Transit's complex network of East Bay local and express service intact and maintaining regular service, transbay bus routes were quickly re-oriented to carry former Bay Bridge travelers to BART rail stations. The latter System's transbay tube had been, within hours of the quake, checked-out and declared intact and safe for passage of the computer-controlled rail fleet.

For these bus-to-rail transfer connections, holders of AC Transit's October-issue transbay passes merely had to display their pre-paid fare instruments to access BART service, as early as 5 a.m. and as late as about 8 p.m.

Then, early in the next week following the quake, BART mobilized its operations, personnel, and rail fleet to become an around-the-clock system.

Limited at first, then growing in scope as out-of-the-area vessels sailed to San Francisco Bay to help ease the transportation emergency, ferry service became a new (and, for most, exotic) option for maintaining their transbay work and personal commitments. Bus connections to Oakland's newly-restored ferry landing operated through the city's downtown, making frequent connections with District mainline service — and with BART.

In an endeavor which allied it with the two "feeder" public transit systems, the private-sector Red and White ferry fleet (best known for Bay sight-seeing cruises) set up operations at Oakland's historic Jack London Waterfront — where bygone ferries and the original transcontinental railway once linked with AC Transit's predecessor organizations. That historic connection dates back some 120 years!

To meet a short-term need, another recreation-oriented private operator — Hornblower Yachts — provided ferry service for a few days from the Berkeley Marina. These transbay passengers were served by District shuttle buses linking the landing-site with downtown Berkeley, BART, the UC Berkeley campus, and North Oakland.

By October 23, ferry options were expanding even more — with the launch of commute-hour service from Richmond and Alameda. Passengers accessing this added ferry service were served by AC Transit shuttle buses to and from the piers.

With this emergency-induced network of public and private transit systems growing in strength by the end of the week of October 23, even more mobility options were in the offing. It was then that AC Transit informed passengers and public of new service, as of October 30, from BART/El Cerrito Del Norte to Golden Gate Transit's ferry landing at Larkspur in Marin County. Also scheduled to be operational on October 30 was a completely new South Bay commute-hour bus route connecting BART/Fremont with the Peninsula community of Menlo Park and, from there, to San Francisco International Airport — one of the most vital transportation arteries in the Bay Area.

And offering a special lift to general spirits at that same time was yet another announcement of a welcome transit connection — bus service to and from the Oakland Coliseum, whisking baseball buffs across the San Mateo Bridge to Candlestick Park for resumption of World Series competition between the Oakland A's and the San Francisco Giants.

(Continued on Page S-3)

ources makes best of mobility crisis

Getting info to riders quickly was key priority

If the public does not know how or where to use it, even the most efficient transportation network is crippled. In the case of the post-quake emergency network, getting facts out to thousands of present and potential riders was critical.

Working closely with the District's top management and professional planners and schedulers, AC Transit's small public relations staff and its information operators managed to answer record numbers of calls from anxious passengers and would-be passengers. In addition, PR-function phones rang steadily as Bay Area (and some out-of-state) media requested information and/or interviews.

A series of red-flagged "Rider Alerts" were printed in the tens-of-thousands for onboard distribution. A new format called "Transit Network News" was launched to meet a newly-urgent need — to describe how the District's resources were being deployed to mesh with other bus systems, and with rail and ferry.

Regularly-issued news releases — particularly geared to the region's print media — offered over-views and up-dates of an increasingly expanding list of transit options. The PR staff also coordinated media requests for special interviews (such as several of Driver Douglas Burghardt — see front of supplement) and for District representatives to take part in relevant panel discussions.

A quarter-page newspaper display ad, appearing little more than a week after the quake, reinforced the basic message that the System had been putting out through a myriad communication modes since the seismic cataclysm: "AC Transit will help you ride it out."

Further reassurance to anxious riders came from the ad's re-print of transit information numbers and the nerve-soothing promise, "We have people standing by to help you..."

Mobility sources assembled

(Continued from Page S-2)

Though the crack of bats and the roar of fans could not be expected to blot out the memories of Earthquake Loma Prieta, this hint of returning aspects of normalcy was widely welcomed.

In reviewing the massive undertaking, which involves nearly all of AC Transit's 2,000-plus workers and nearly seven hundred pieces of equipment, AC Transit General Manager *James L. O'Sullivan* said, "It was a crisis situation and we are able to help ease it. I am very proud of every employee who is helping in this effort. Their highly professional conduct reflects their dedication and commitment to their community.

"Mechanics, drivers, road supervisors, dispatchers and others charged with the responsibility of providing the public with a means of getting where they needed to go are on the job," he stated.

Shaker strains operations

(Continued from Page S-1)

way. "I felt I wanted to help," says Newton of the long night. "It was upsetting," says Redding, "but it was something which had to be done."

Meanwhile, in the Central Dispatch radio communications room in Emeryville, *Jack Nicholson, Greg Wykoff, L.C. Scott, Maurice Bircher, David Angelillo, B.J. Jeanpierre* and *J.E. Garrett* were rolling equipment. Repeatedly, they called for buses and drivers, giving them quick orientations for unfamiliar assignments. Drivers volunteered to work overtime. Many called in to see if they should come in on their day off.

As dawn broke Wednesday, the Central Dispatch command center was moving to meet regular daily bus service demands — with transbay bus lines rerouted to BART stations.

That day — Wednesday — would also require the utmost effort on the part of all.

POST-QUAKE PLAN — General Manager James L. O'Sullivan briefed a large gathering of media on the Saturday after the seismic shaker. O'Sullivan pledged District resources to ease the mobility crisis and described strengthened connections with BART trains and new links to ferry boats.

Our 'Stockholders' Write

(Ed. Note: Though only two of the commendatory letters received since the quake, these examples of passenger reactions give a snapshot of many, many District drivers' and staffers' cool and responsible actions under extremely stressful conditions.)

I wish to thank *Norman Grant*, AC Transit bus driver, for doing such an outstanding job of getting his passengers home after the San Francisco earthquake last night.

He drove down 101 South until we could get across the Dumbarton Bridge and brought everyone home safely. I'm the lady he had to take way out of the way into Oakland from Alameda! I certainly appreciate his extra efforts, his composure, his good driving to get us off the bridge and turned around.

And he didn't leave us stranded in San Francisco. He decided to get all of us out of there and over to the East Bay the best way he could. The world would be a better place if more people were as concerned as he is.

Patricia Buffington
Oakland

★ ★ ★

My son is a student at San Francisco State and commutes from Alameda to the campus. On the night of the quake, he was on Market in San Francisco. Fortunately, he was able to get home on an AC Transit bus via the Golden Gate and Richmond Bridges.

I am writing to thank that driver and all your drivers and staff who continued to work under very difficult conditions and with understandable concern for their own families and friends.

Please convey my heart-felt gratitude and praise to all your employees who kept the buses running. They are all real pros!

Noel W. Folsom
Alameda

Antique desk is tie to transit's past

When *Colby Swanson,* assistant director of Maintenance, first saw it earlier this year, he thought it might be a common-place old wooden filing cabinet which had been transferred along with other surplus office equipment when divisional operations were moved from Newark to Hayward in 1986.

Being inquisitive by nature, Swanson swept away dust and accumulated debris on top of the 14-inch-wide cabinet as it sat in a corner of the building maintenance area behind Hayward's regular bus repair facilities.

What he found was a bit of history — a fold-out desk with upright filing cabinet manufactured in 1909 in Rochester, N.Y., by Yawman and Erbe, Inc. The unusual piece becomes an angled drafting table when extended. When the table-top is retracted, the cabinet resembles a bookcase.

Inside the 40-inch-tall casing, Swanson found diagrams and blueprints of fuel islands, fire emergency water connections, electrical systems, and construction plans, including original documents connected with the opening of Richmond Division by Key System in the late 1940s.

The firm which built the piece is no longer in business, but part of the desk's history is recalled by District Retiree *Carl A. Knutson,* who used it during his nearly 38 years with AC Transit and its predecessor organizations.

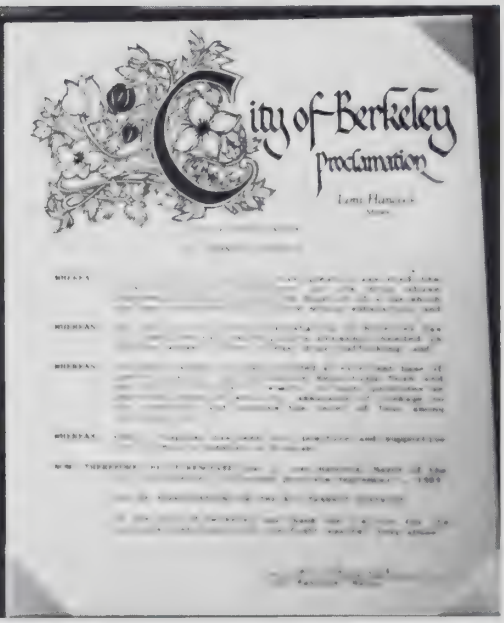
"That desk was there when I arrived on August 16, 1949," Knutson says. "It was in the engineering yard at Hollis Street. We used it to keep construction blueprints of divisions. It was a map filing cabinet and desk — used to keep all the track line maps in the old Key System days."

Knutson, who was in charge of physically maintaining AC Transit facilities prior to his retirement, also says of the desk: "It never was at Newark. I moved the desk from Emeryville to Hayward about a year before the yard actually opened for bus operations. We had building maintenance people there for several months before the work was completed."

Swanson sees the restoration of the old desk — which he is undertaking on his own time — as a sign of the District's commitment to preserving the past. "I think it is a piece of history which will fit right in," he says of the desk's location at Central Maintenance — itself situated within a former General Motors warehouse.

" We were dedicated to saving the original building, since it was once the Star Motor Company even before becoming a General Motors facility. The desk should be right at home here."

RESTORATION PROJECT — Colby Swanson, assistant director of Maintenance, is undertaking the restoration of this combination map storage case and desk which he discovered stowed-away in a back room at Hayward Division. It is a relic of a bygone transit era, dating to 1909. When re-finished, the desk will be used at the Central Maintenance Facility in East Oakland. Retiree Carl Knutson's recollection of the piece dates back to 1949.



COPS' COACH — On August 4th, Berkeley Police Chief Ron Nelson (top, left) accepted from General Manager James L. O'Sullivan the keys to BPD's latest weapon against street crime — a retired AC Transit coach whose $40,000 transformation added official police accoutrements. To say thanks, a city proclamation (above) designated September 1st a "Day of Appreciation" for AC Transit's donation, designed to deter illegal drug trafficking.

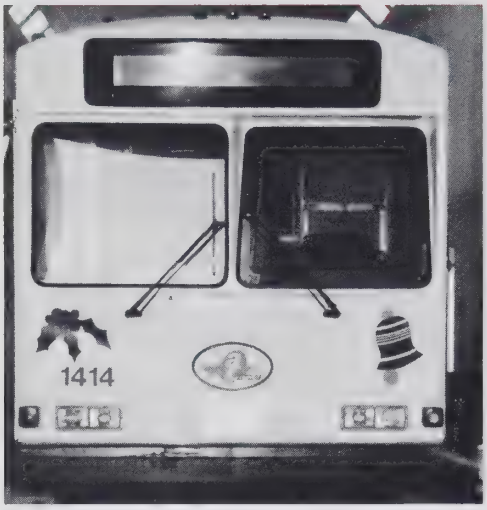
FOCUS: Transit People and Projects

VOLUNTEER AID — Ken Mullen (right) responded to the request for public input on the Comprehensive Service Plan by recommending volunteerism in aid of the project to revamp bus routes. Then, Mullen himself spent many months as a once-a-week District volunteer. In return, the retired engineer was honored at the August 23 Board meeting. Present were Ken Stanley, Assistant General Manager of Service Development & Marketing (left) and Mullen's wife Pam.

INFORMATION EFFORT — District out-reach to Western Contra Costa County regarding the Comprehensive Service Plan — was aided by Richmond Public Library Assistant Veronica Powell and AC Transit Booster Club President Robert Vaughn (center). They helped distribute some of the more than 60,000 informational pieces which publicized service re-structuring. District Planner Peter Tannen is at right.

Transit trends and Topics

Holiday-decorated coach announces festive season



'TIS THE SEASON — Maintenance employees (this year's decorating crew is shown, above right) have lent their creativity to two festively garbed buses which are bringing Season's Greetings to passengers and public. One coach has a colorful ribbon-wrapped look, the other is brightened by a holiday gift box theme, and both interiors have an above-the-window trim of holly.

Individual help provided

At AC Transit's Telephone Information Center, clerks are on duty from 7 a.m. to 6 p.m. weekdays, 9 a.m. to 5 p.m. weekends and holidays, to provide (toll-free) personalized trip-plans, including accessibility data. Numbers to call are:

Richmond area..... 232-5665

Berkeley-Oakland..... 839-2882

Hayward area..... 582-3035

Fremont-Newark..... 797-6811

TDD (TELEPHONE DEVICES FOR THE DEAF)..... 1-800-448-9097

30 years of safety noted

East Oakland Operator Eddie A. Haffer was guest of honor at ceremonies marking his 30 years of safe driving behind the wheel of an AC Transit bus. Haffer, who was joined by his wife Virginia at the special presentation, is the 19th AC Transit driver to reach this three-decade milestone. A native of Missouri, Haffer has spent his entire career since November, 1956, at East Oakland Division.

Bus security settled

AC Transit bus security services will continue to be provided by Alameda and Contra Costa County Sheriffs following award of a contract to the two law enforcement groups by the Board of Directors.

"We are pleased to continue our relationship with the Sheriffs," says Chief of Protective Services and Investigations *Charles O. Lacy,* who is responsible for monitoring the contracts. "They have proved to be an effective tool in eliminating criminal behavior from the buses and in the transit district. The relationship between our drivers and the Sheriffs' Departments has been outstanding."

The contract is for three years and is renewable for an additional two years. The group took over District security services from a private operator in the Fall of 1988, and were awarded a new contract following competition bidding.

Buses carry big crowds To Bay Bridge opening For celebratory "walk"

WEEK-END WALK — As a festive prelude to opening the newly-repaired Bay Bridge to vehicle traffic, state and local officials invited the public to walk sections of the structure on Saturday, November 18. Shown above are some who responded to this rare opportunity to stroll the span which had been closed a month because of damage sustained in the Loma Prieta earthquake. Thousands of bridge-walkers chose AC Transit shuttle-bus service (from two central boarding points) to reach designated starting-points on the east end. Then, on November 20, the District resumed regular weekday bridge service — with a one-day-only bargain fare of one dollar for a round-trip ride.

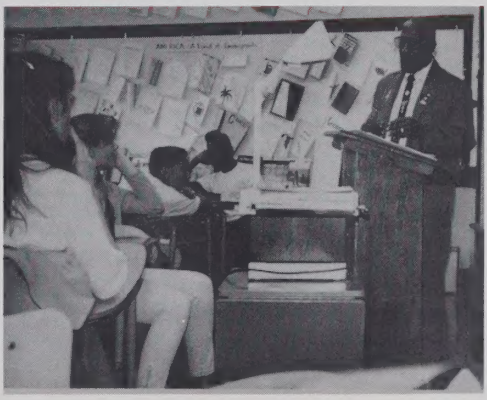
City's parking squeeze Prompts bus promotion

With the introduction in October of residential permit parking (RPP) near UC Berkeley, AC Transit joined the city's TRiP "Commute Store" to promote bus rider information and service. To encourage possible dis-placed parkers to try the bus, the District offered complimentary introductory trip tickets to the first 200 motorists who, in response to the new parking ban, sought transit information at the Commute Store, 2033 Center St., Berkeley.

Initially, official city parking monitors leafleted cars parked on-street within target RPP zones. The notifications urged non-resident parkers to get advice about transportation alternatives — and to ask for the introductory bus ride tickets — at the Commute Store. Thus, it's expected that most who obtained and used the tickets were new riders.

Wooing new riders

Reaching teens



A Richmond Division program sends drivers like Grady Harris (above) — and co-workers Brenda Pernell and "Skip" Carr — to junior highs and high schools, to persuade teens to become regular, but responsible, riders.

Actions of the Board

At an adjourned regular/regular meeting July 26, the Board of Directors:

• Adopted resolutions establishing the following job classifications: Assistant to the General Manager, Quality Assurance Officer, Assistant General Manager for Administration, Assistant General Manager of Service Development & Marketing, Assistant General Manager for Operations.

• Adopted Fiscal Policies and Goals, with specified revisions and review requested.

• Adopted Operating and Capital Budget for Fiscal Year 1989-90; requested quarterly reports from General Manager on status of programs included.

• Approved Short Range Transit Plan, as revised, for Fiscal Year 1990-94.

• Adopted resolution authorizing filing of applications for Urban Mass Transportation Authority grants.

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At a special/regular meeting August 9, the Board of Directors:

• Adopted resolution establishing appropriations limit for the proceeds of Fiscal Year 1989-90 taxes.

• Convened Public Hearing to receive comment on proposed service adjustments.

• Adopted resolution continuing current Retirement Board composition, with review of said composition specified within the year.

• Approved contract with Alameda County/Contra Costa County Sheriffs' Departments for providing mobile security services.

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• Authorized plans and specifications for purchase of 56 (40-foot) coaches, including option to purchase an additional 24, with pre-solicitation Board review specified.

• Authorized General Manager to pay 25% of costs of Line 30Z (Martinez-Richmond) service in Fiscal Years 1989-90 and 1990-91, with subsidy ceilings specified.

At an adjourned regular/regular meeting August 23, the Board of Directors:

• Adopted resolution related to appointment of financial counsel and underwriter in connection with Installment Sale Financing and Issuance of Revenue Anticipation Notes, with specified conditions.

• Approved award of five-year contract to Goodyear Tire and Rubber Company, for furnishing tires with specification that contract increases be annually reviewed.

• Approved travel for three to annual APTA International Bus Rodeo in Atlanta September 24-28; for Chief Financial Officer to Minority Transportation Officials Conference in Atlanta September 20-23 and to New York City August 31 - September 1, in connection with presentation to Credit Rating Agencies.

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